



REAL-WORLD TESTING RESULTS REPORT

GENERAL INFORMATION

Plan Report ID Number: 20231206ia1
Developer Name: Iatric Systems, Inc
Product Name(s): PtAccess
Version Number(s): 2.0
Certified Health IT Product List (CHPL) ID(s): 15.05.05.2760.ISPT.01.00.1.180412
Developer Real World Testing URL: <https://iatric.com/meaningful-use/real-world-testing/>

SUMMARY OF TESTING METHODS AND KEY FINDINGS

This document provides the iatricSystems PtAccess 2024 Real World Test (RWT) results obtained following the Real-World Testing (RWT) Plan created for PtAccess.

This RWT Plan was executed during Q2 and Q3 2024 (starting on March 1, 2024, and running through August 31, 2024, respectively). Our results confirmed that patient portal participants successfully viewed, downloaded, and transmitted their health data to a 3rd party as outlined by Criterion 170.315(e)(1) View, download, and transmit. Data collection was obtained based on a single hospital participant.

Summary of Testing Method and Key Findings
§170.315(e)(1) View, download and transmit to 3rd party

Overall expected outcomes will demonstrate that the Health IT Module to include any relied upon software is conformant to criterion 170.315 (e)(1): View, download, and transmit to 3rd Party stipulated by the ONC certification standards,

Our results confirmed that patient portal participants successfully viewed, downloaded, and transmitted their health data to a 3rd party as outlined by criterion 170.315(e)(1) View, download, and transmit. Data collection was obtained based on a single hospital participant.

Challenges Encountered: No challenges encountered.

Issues or oddities encountered: No problems or oddities discovered during the review.

Relied Upon Software: Relied Upon Software, IatricSystems DirectConnect Gateway (optional).

Standards and Updates: The PtAccess product does not include voluntary SVAP standards and updates.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI)).

Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below).

No, none of my products include these voluntary standards.

Care Setting	Justification
Hospital Care Setting:	The real-world testing occurred using a hospital care setting.

Metrics and Outcomes

Measurement /Metric	Associated Criterion(a)	Relied Upon software (if applicable)	Outcomes	Challenges Encountered (if applicable)
§170.315(e)(1) View, download and transmit to 3 rd party	§170.315(e)(1) View, download and transmit to 3 rd party	Relied Upon Software: Relied Upon Software, IatricSystems DirectConnect Gateway (optional)	We used PtAccess Admin logs at our customer/partner EHR to monitor and track patient user activity for 2024.	No issues were encountered.

Metrics and Outcomes

Measure 1: §170.315(e)(1) View, download and transmit to 3rd party.

Test Methodology: PtAccess portal logs, system logs, transmission, and download logs were reviewed to confirm patient and view data were entered as inpatient and ambulatory, if available, as a patient (or patient-authorized representative) and to confirm health data displayed as expected. The review proceeded to selected data for download and transmission to confirm that only the selected data were downloaded as scheduled for transmission, including relied-upon software, DirectConnect Gateway, if needed. System audit logs were reviewed to determine successful actions and verify the mechanism for sending and/or receiving a care transmission using Edge protocols and downloading or transmitting EHI by patients using the portal. Log files obtained during real-world testing were de-identified and used for analysis in several areas to validate the proper operation of download and transmit functions.

Expected Outcome: The data transmitted matched the data received, and the receiving entity successfully processed the data. The validation websites confirmed this, and testing results verified conformance to ONC-certified software requirements. Error rates were tracked and analyzed over time.

Measure: Access to the patient portal view, download, and /or transmit health information received from a healthcare provider.

We used PtAccess Admin logs at our customer/partner EHR to monitor and track the activity of patient users between March 1, 2024, and August 31, 2024, for 170.315 (e)(1): View, Download, and Transmit to Third Party.

The test results for patient records accessed from the patient portal as of August 31, 2024, were from 80 documents viewed. The test results recorded 57 successful attempts by patients to download their CCD documents. Lastly, the results recorded six successful attempts in which patients transmitted their CCD document to a third party. No issues were found.

Measurement/Metric	Associated Criterion(a)	Relied Upon Software	Outcomes	Challenges Encountered
Successful vs unsuccessful access to the patient portal to view health information (using the CCD template) received from the healthcare provider	170.315 (e)(1) View, download, and transmit	DirectConnect Gateway (DCG)	Successful attempts to view CCDs 80 health record documents viewed by patients using the PtAccess Portal as determined from PtAccess Admin logs	None

Successful vs unsuccessful access to the patient portal to download health information (using the CCD template) received from the healthcare provider	170.315 (e)(1) View, download, and transmit	DirectConnect Gateway (DCG)	Successful attempts to download CCDs 57 health record documents downloaded by patients using the PtAccess Portal as determined by PtAccess Admin.	None
Successful vs unsuccessful access to the patient portal to transmit health information (using CCD template) to a 3 rd party as received from the healthcare provider	170.315 (e)(1) View, download, and transmit	DirectConnect Gateway (DCG)	Successful attempts to transmit CCDs 6 health record documents transmitted to 3 rd party by patients using PtAccess Portal as determined by PtAccess Admin (Lower than anticipated outcomes noted)	None

Key Milestone	Care Setting	Date/Timeframe
Analysis and Report Creation	Hospital Care Setting	January 2025
End of Real-World Testing Period with Results	Hospital Care Setting	January 2025
Real World Testing	Hospital Care Setting	3/1/2024 - 8/31/2024
Data collection and review laid out by the plan to include follow-up.	Hospital Care Setting	3/1/24-8/31/2024 (Q2-Q3)
Initial Real-World Testing with current development healthcare facility partner where we have access to their system for testing and potential development using real patient data for real-world setting-type testing.	Hospital Care Setting	1/1/24-3/31/24 (Q1)

Authorized Representative
Name: Amy McKee
Email: amy.mckee@iatric.com
Phone: (978) 804-4100, x84047
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